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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT***(use as many sheets as necessary)***Complete if Known**

Application No.	10/724,955
Filing Date	12/01/2003
First Named Inventor	Renjith Ramachandran
Art Unit	3691
Examiner Name	Kalinowski, Alexander G
Attorney Docket No.	1160215.0511786

Sheet	1	of	2
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U.S. PATENT DOCUMENTS

Examiner initials	Cite No.	DOCUMENT NUMBER Number-Kind code ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		See Convergys Cross References Below			

FOREIGN PATENT DOCUMENTS

Examiner initials	Cite No.	Foreign Patent Document Country Code ³ -Number ⁴ -Kind code ⁵ (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T ⁶
		None				

OTHER PRIOR ART – NON-PATENT LITERATURE DOCUMENTS

Examiner initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	T ⁶
		None	

CONVERGYS CROSS REFERENCES

Examiner initials	Cite No.	
	1	U.S. Application Serial No. 10/190,728 filed 07/08/2002; Swarna (US 2004-0006608 A1)
	2	Application for U.S. Application Serial No. 10/190,728
	3	Information Disclosure Statement dated 07/08/2002 for U.S. Application Serial No. 10/190,728
	4	Office Action dated 10/03/2005 for U.S. Application Serial No. 10/190,728
	5	Information Disclosure Statement dated 03/27/2006 for U.S. Application Serial No. 10/190,728

EXAMINER SIGNATURE _____ DATE CONSIDERED _____

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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Sheet	2	of	2	Attorney Docket No.	1160215.0511786

6	Office Action dated 05/02/2006 for U.S. Application Serial No. 10/190,728
7	Office Action dated 01/26/2007 for U.S. Application Serial No. 10/190,728
8	Office Action dated 09/07/2007 for U.S. Application Serial No. 10/190,728
9	U.S. Application Serial No. 10/666,631 filed 09/18/2003; Birch (US 2005-0065879 A1)
10	Application for U.S. Application Serial No. 10/666,631
11	Information Disclosure Statement dated 09/18/2003 for U.S. Application Serial No. 10/666,631
12	Office Action dated 07/26/2007 for U.S. Application Serial No. 10/666,631
13	U.S. Application Serial No. 11/457,048 filed 07/12/2006; Irwin
14	Application for U.S. Application Serial No. 11/457,048
15	Information Disclosure Statement dated 07/31/2006 for U.S. Application Serial No. 11/457,048
16	Information Disclosure Statement dated 02/22/2007 for U.S. Application Serial No. 11/457,048

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